

# IT Assistant

Join the team





# Job Description

**Job title: IT Assistant**

## Introduction

Care for the Family is a charity that exists to strengthen families. As an organisation our vision has always been to not only provide help and support in the tough times, but to help families put down strong roots in the good times that will help them weather life's storms if and when they arise. We offer courses, events and resources to promote and support thriving family life as well as preventive care and networks to assist families through crises and prevent relational break-down. We also operate specialist initiatives such as our national befriending support, helping families who face the most challenging circumstances including those parenting children with additional needs or coping with the loss of a child.

Every position in the organisation contributes to our support of over 70,000 people each year. However, we always strive to improve our creativity, increase our reach and make a greater impact strengthening family life in the UK's 19.4 million families.





## Role Description

<b>Hours:</b>	37 hours per week
<b>Location:</b>	Care for the Family, Tovey House, Newport, NP10 8BA
<b>Duration:</b>	Permanent
<b>Reports to:</b>	Systems Manager
<b>Salary:</b>	£23,492

We are looking for an individual who has a natural ability and keen interest in all things IT. You will provide excellent frontline IT support to all users of IT services throughout the charity, including staff and volunteers. You will assist the Systems Manager and others in the development, evaluation, configuration and implementation of new IT services, software and hardware.

This is a great opportunity to put your growing IT skills to valuable use in a meaningful and rewarding environment.

## Key Responsibilities

- Acting as first point of contact in the provision of first line IT support, assisting end users with technical solutions and training as required.
- Setting up and configuring hardware as required, including laptop and desktop computers, mobile phones and tablets, servers and printers.
- Assisting in the development and implementation of new software processes and procedures as required, including documenting processes and developing and delivering end user training.
- Acting as first point of contact for external suppliers and partners in the delivery of IT and telephony services to escalate and resolve support cases as well as implement new services.
- Supporting applications delivering printing, CCTV, Accounting Services (Sage200), security access control (Paxton), Wi-Fi access (ExtremeCloud), telephony (8X8), and others as required.
- Develop, maintain and implement industry standard security practices for all users and the wider organisation.
- Maintain accurate records of cases and work carried out.





# Person Specification

## Essential

- An inquisitive nature and ability to quickly learn to support new software, processes and procedures.
- Excellent diagnostic troubleshooting and problem-solving skills.
- Some experience or knowledge of at least some of these Microsoft Server technologies; Microsoft 365, Entra, Intune, Exchange, SharePoint, Power Tools.
- Excellent communication skills, both written and oral. Able to move easily between technical and non-technical communication as appropriate.
- Outstanding organizational and time-management skills.
- Thorough understanding of diverse computer operating systems and hardware.
- Good knowledge of internet security and data privacy principles.
- Able to work in a multi-team environment requiring proactive collaboration.
- Ability to drive and hold a valid driving licence.
- Self-motivated with excellent time-management skills.
- The ability to manage and prioritise multiple projects.





## Desirable

- Proven experience as IT Technician or relevant position.
- Degree in Computer Science, Engineering or relevant field.
- Certification as IT Technician would be an advantage (e.g., CompTIA A+, Microsoft Certified IT Professional).
- Knowledge of networking technologies including ethernet and Wi-Fi, and the ability to troubleshoot and diagnose network related problems.
- Knowledge of and familiarity with Apple hardware and software (MacBook computers, iPhones, iPads).

## Occupational Requirement

Although we are an organisation built upon a Christian ethos, we do not consider this role to be one which carries an occupational requirement for the post holder to be a practising Christian under the requirements outlined in Part 1 of Schedule 9 of the Equality Act 2010. However, due to the nature of the organisation and the integral part this role will play in administering the delivery of our ministry work, we would like someone who is comfortable working in a Christian context and working to support our Christian ethos.

## Terms and Conditions

- This is a full-time salaried position on a permanent basis. The salary will be £23,492.
- This position is 37 hours per week. The standard working week is 9am–5pm Monday to Thursday and 9am–4.30pm Friday. This includes a half hour unpaid lunch break.
- The position is offered subject to the satisfactory completion of a three-month probationary period.
- Holiday entitlement is five weeks per annum, rising to six weeks after two years' continuous service, plus statutory holidays.
- CFF operates a group personal pension scheme and will contribute to an employee's plan, within the scheme, a monthly payment equivalent to 10% of their gross monthly salary once conditions for entry to the scheme have been met.







# Who we are

Since 1988, Care for the Family has sought to promote strong family life and help those who face family difficulties. Our work has been focused on the UK, but increasingly through digital technology, we are reaching a wider audience.

We focus primarily on the following areas of family life: marriage, parenting and bereavement. Our aim is to be accessible to every family whatever their circumstances and to create resources and support that are preventative, evidence-based and easy to apply.

We are motivated by Christian compassion and love and are committed to supporting families of all faiths or none, with quality services and resources.





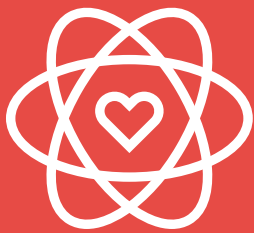
## Our Mission

We exist to strengthen and support family life.



## Our Vision

That all families will be able to find support during challenging times, and encouragement in the good times.



## Our Values

We will seek to act:

- with generosity of spirit
- with vulnerability
- by honouring the least



## Our Approach

The focus of our work is:

- with adults
- universally accessible
- evidence-based

## Employment Ethos

Care for the Family is a Christian organisation and for some roles there is an occupational requirement for the post holder to be able to demonstrate a commitment to the Christian faith. If there is such a requirement it will be included in the job description. Where this is the case, prospective staff will be asked to confirm that they assent to our statement of faith, which is a summary of the Nicene Creed.



# How our work helps

Since 2021



**38,817**

**families**

have been supported by  
Care for the Family.



During 2022,



**90**

**new facilitators**

were trained who are now fully  
licensed and equipped to run  
the *Time Out for Parents* courses.

Each year



**50**

**single parent  
families**

are given a week-long  
adventure holiday to strengthen  
their family.

We reach over



**16,000**

**people**

a year through our  
live events all over  
the UK.

Several hundred parenting  
courses were run by licensed  
facilitators, reaching over



**2,000**

**parents**

across the UK.

Our teams produce over



**100**

**resources**

each year to support  
families whatever they are  
going through.

Through our  
befriending service



**100s**

**of individuals**

are supported each year,  
providing unique peer-to-peer  
support from trained befrienders.





Want to know what  
life is like at Care for  
the Family?

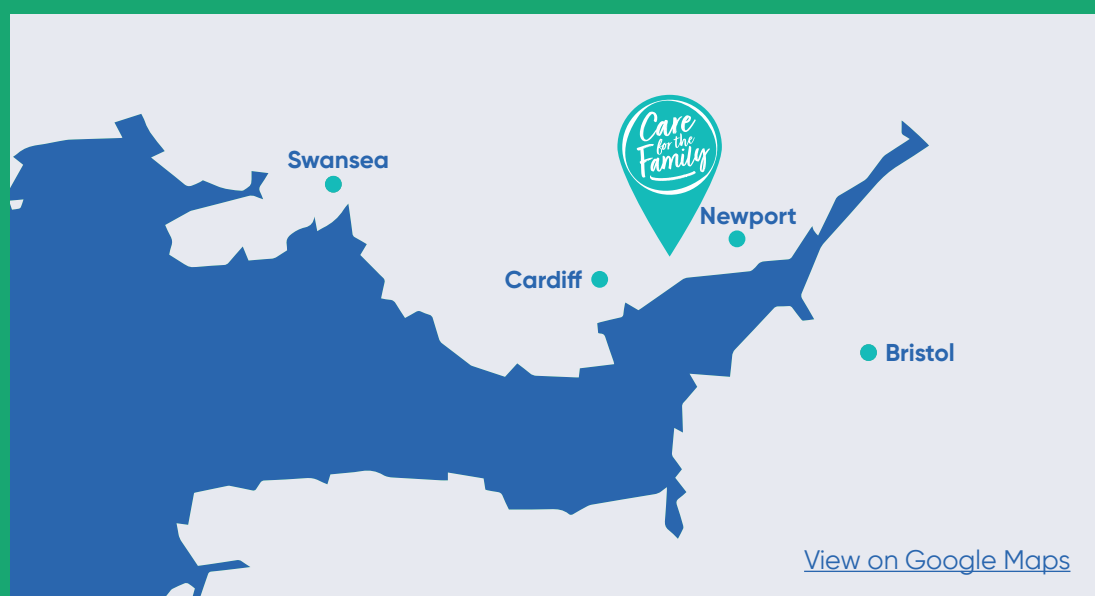
Have a watch of our  
introductory video:



## Life at Tovey House

Relationship is at the heart of everything that we do. For that reason, we place a high value on working together collaboratively in our Newport office. Just moments from the M4 and A48, Tovey House provides a purpose-built, comfortable, modern and welcoming environment.

The office is located 20 minutes drive from Cardiff, 10 minutes from Newport, 45 minutes from Bristol and is a 3 mile cycle from the nearest train station. It also offers great facilities such as ample free parking, a shower, bike store, 2 kitchen areas, an outdoor lunch area, a prayer room and comfortable working pods along with a hotel, pub and coffee shop a 5 minute walk away.





# Why work at Care for the Family?

- ✓ The knowledge that you are part of a team making a difference to family life in our nation, and beyond.
- ✓ 5 weeks annual leave (pro rata) rising to 6 weeks after 2 years' service plus bank holidays.
- ✓ 10% non-contributory employer personal pension scheme.
- ✓ Secure, free parking for all employees – taking some of the stress and cost out of getting to work.
- ✓ Bottomless free tea and Fairtrade 'Kingdom Coffee' available all day.
- ✓ Family friendly culture and policies including enhanced maternity pay.
- ✓ Prayer meetings twice weekly, as well as a dedicated prayer space in our Tovey House office.
- ✓ Staff conference events three times per year to build relationships, equip and encourage.
- ✓ Security for your loved ones through company life insurance to the value of three times your annual salary.
- ✓ A wide range of lunchtime wellbeing groups, including Pilates, walking and a book club.
- ✓ Access to a Employee Assistance Programme.
- ✓ Confidential counselling available for employees.



**STAFF DEVELOPMENT  
THE BIRKMAN METHOD**

At Care for the Family, we use a self-assessment tool called The Birkman Method.

We use Birkman to help increase awareness of ourselves and others and improve communication and relationships. Birkman has been used all over the world for 65 years to develop leaders, improve teamwork, and help us gain insight into our usual style, interests, needs and stress behaviours.

If you are selected for interview you will be asked to complete a Birkman questionnaire online. This is useful to us as it helps to paint a comprehensive picture of an individual's personality and motivations.



Care for the Family is a Christian initiative to strengthen family life, offering support to everyone.  
A registered charity (England and Wales: 1066905; Scotland: SC038497).  
A company limited by guarantee no. 3482910. Registered in England and Wales.  
Registered office: Tovey House, Cleppa Park, Newport, NP10 8BA.

